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Fort Hood Family Housing LP

Hood Highlights

"Building Communities for Families"

Highlights from the Month of October

The official incentive fee results were announced for the month of September and we achieved an "outstanding" in all areas of operations.

FHFH continues to prove itself a good neighbor and business partner. To date, 81% (\$98.2M) of the total executed contracts, has been awarded to local businesses, and 85.6% (\$103.7M) has been awarded to qualified small businesses.

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Actus Lend Lease Recognized For Energy Star

The Fort Hood Family Housing Development team received an outstanding achievement award for its first round of over 50 new homes that are "Energy Star" compliant from the United States Environmental Protection Agency (EPA) for efforts in protecting the environment through superior energy efficiency.

Energy Star is a government-backed program that offers businesses and consumers energy-efficient solutions, making it easier to save money while protecting the

environment for future generations.

The Actus Lend Lease development team at Fort Hood has partnered with the EPA's Energy Star program to offer a proven energy management strategy that helps in measuring current energy performance, setting goals, tracking savings, and rewarding improvements for energy compliance. Actus has focused on a standard of energy efficiency throughout its many projects.

Energy Star qualified new homes incorporate savings



Matt Wilbourn, FHFH Development Manager accepts award from an Energy Star representative in Irving, Texas

in design and construction and use 15% less energy for heating, cooling, and water heating than a home built to the Texas new residential building code standard.

Business Management Office Has Moved



The Fort Hood Family Housing Business Management Office recently relocated its offices to the III Corps and Fort Hood Headquarters building, located just inside the installation main entrance. This new location benefits the overall management of the

project by positioning us closer to our project homes and operational facilities. The move keeps the Actus Lend Lease and Army Program Management Partners co-located in modern facilities. Long-term projections of annual savings are estimated at over \$80K in rents

and fees annually. The elimination of these many office expenses allows more money to be used towards improving housing and community amenities for soldiers and their families.

Residential Services Continues to Focus on Families



Patriotic displays abound in Montague and other villages

The month of October proved very eventful for our Resident Services team. We have successfully implemented community based property management in 5 of 6 communities. In

an effort to provide even better customer service to residents, community managers are transitioning to working in their villages and close to their residents. A tremendous amount of positive feedback has already been received from residents and their families about this new program, which will be fully implemented by January 2004.

The property management team also continues its focus on helping families meet their needs while our soldiers are de-

ployed. The Residential Services team recently hosted Janessa Largent, whose uncle is deployed to Iraq. She flew in from Michigan to display her nationally recognized bracelets to honor soldiers deployed to Iraq. Members of the Property Management team volunteered their time to help make over 3,000 bracelets which will be sent to deployed soldiers in appreciation for their dedication and service. The team has also implemented a "Cares and Con-

cerns" program specifically designed to provide additional support for the families of casualties of the ongoing operation in Iraq.



Our Residential Services team poses with Janessa Largent during her recent visit to Fort Hood

Demand for Homes Steadily Increases as Amenities Grow

Homes on Fort Hood continue to be a sought after commodity as more families request to live on-post. The month of October alone had an increase of 95 soldiers and their families wanting to be



Rendering of Kouma Community Center

January of 2004.

A variety of amenities will be offered at the community centers. Included are Business offices for Resident Services and Community Mayors; a state of the

art computer center; an exercise room; basketball pavilion; multi-purpose meeting rooms and comfortable lounge areas. Some centers will have pools or wet parks. Facilities will soon be open for the enjoyment of residents.

Monthly Key Statistics

Available Homes	5887
Occupancy	97.80%
Turnovers	520
New Homes Delivered	46
Renovations Completed	55

placed on the waiting list. That brings the total number of families waiting to be placed in homes at Fort Hood to 3,942. The ever changing face of housing at Fort Hood is evident to all who visit and

see the increasing number of amenities that we offer. Currently, plans are being finalized to build a Head Start and Community Center for residents in Kouma Village. Construction will begin in